



North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services
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Beverly Eaves Perdue, Governor
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Steven Jordan, Director

November 23, 2010

MEMORANDUM

TO: All Interested Parties
FROM: Steven Jordan *SS*
SUBJECT: Summary Version of Implementation Update #82

Please send any input or suggestions for the Summary version to us at ContactDMH@dhhs.nc.gov. Readers who want to view the Implementation Updates and other summaries may find them on our website at <http://www.ncdhhs.gov/mhddsas/servicedefinitions/servdefupdates/index.htm>; **refer to the detailed version as the authority to avoid confusion.**

Community Support Authorizations

- Community Support authorizations will be end-dated no later than December 31, 2010, regardless of the start date of an authorization.
- Recipients currently receiving Community Support services should be transitioned by January 1, 2011, to the appropriate rehabilitative or case management service.
- Community Support will no longer be a covered service under Medicaid as of January 1, 2011.
- Therefore, all new requests for this service for recipients under 21 years of age are considered **non covered services** requests and should be requested on the Non-Covered State Medicaid Plan Services Request Form for Recipients under 21 Years Old following Early Periodic Screening, Diagnostic, and Treatment (EPSDT) guidelines. (Guidelines available at <http://www.ncdhhs.gov/dma/epsdt/>)
- For more information about Early Periodic Screening, Diagnostic, and Treatment, please review the Early Periodic Screening, Diagnostic, and Treatment Policy Instructions Update Memo at <http://www.ncdhhs.gov/dma/provider/epsdthealthcheck.htm>.

Reminder about Authorizations for Community Support Team, Intensive In-Home, Day Treatment, and Community Support Services for Providers Who Have Not Achieved CABHA Status

- As a reminder, per the Critical Access Behavioral Health Agency (CABHA) transition benchmarks outlined in Implementation Update (IU) #79, Intensive In-Home, Day Treatment, and Community Support service providers who did not successfully pass the Desk Review by September 30, 2010, will no longer receive initial or concurrent authorizations for these services after November 1, 2010.
- Community Support Team, Intensive In-Home, Day Treatment, and Community Support service providers who do not successfully pass the Interview and Verification process by October 31, 2010, will no longer receive initial or concurrent authorizations for these services after December 1, 2010.



- Remaining units on current authorizations will be allowed to be utilized so that discharge or transition can occur, but no new authorizations will be approved.

Psychiatric Residential Treatment Facilities and Free-Standing Psychiatric Inpatient Hospitals Updated Authorization Request Forms

Please note that changes that have been made to the following forms:

- The Certificate of Need (CON) for Psychiatric Residential Treatment Facilities (PRTFs)
- The Certificate of Need (CON) for Inpatient Psychiatric Hospitalization
- The Criterion V Request and Instruction Forms

These revised forms can be accessed from DMA's website at <http://www.ncdhhs.gov/dma/services/inpatientbh.htm>.

The updated forms can also be accessed from the utilization review (UR) vendors' websites as follows:

- ValueOptions: http://www.valueoptions.com/providers/Network/North_Carolina_Medicaid.htm
- The Durham Center: http://www.durhamcenter.org/index.php/provider/ur_resources/mhsa
- Eastpointe Local Management Entity: http://www.eastpointe.net/providers/providerforms/providerforms_main.aspx

These revised forms must be used for requests to Utilization Review vendors for dates of service January 1, 2011, and forward. Requests for Criterion V services submitted with the incorrect forms after January 1, 2011, will be returned as "Unable to Process."

Adverse Determination Notification Changes

- Adverse determination letters from ValueOptions, The Durham Center, and Eastpointe Local Management Entities will no longer include alternate recommendations.
- Letters will advise that recipients may also be eligible for other Medicaid services and recipients may check with their physician, other licensed clinician, or provider to determine if other Medicaid services are appropriate.
- If the provider believes that medical necessity exists for an alternate service and the recipient wishes the request submitted, the provider may submit the request at any time.
- **The adverse action outstanding remains in effect** and, if the recipient and/or legal representative disagree with that decision, they may appeal the decision to the Office of Administrative Hearings and the Department of Health and Human Services (DHHS) as described in the adverse notice.

Additional System of Care Training Site Added

- An additional approved training, equivalent to the trainings noted in IU #73, has been added to provide System of Care training as required by the Day Treatment and Intensive In-Home definitions.
- The North Carolina Collaborative Training Institute (www.nccti.org) has launched a comprehensive online training site that offers specific courses designed to meet the required 11 contact hours of System of Care training.
- For more information or to access the training, visit www.nccti.org

Additional Information Regarding Training Requirements for Child and Adolescent Day Treatment, Intensive In-Home and Community Support Team Service Providers, Effective January 1, 2011

- Please see the complete Implementation Update #82 for detailed information about training required for service providers.
- For more information or to access the training, visit www.nccti.org.
- The resources, requirements and updates for the new training are found in the full Implementation Update #82.
 - **Resources for Person-Centered Thinking Training**
 - **Requirements for Person-Centered Thinking Training**



- **Mental Health/Substance Abuse Targeted Case Management**
- **Resources for Introductory Motivational Interviewing**
- **Requirements for Motivational Interviewing Training**
- **Requirements for Training in Evidence Based Practices**
- **System of Care Training Options**

All Training

- The Division of Medical Assistance and the Division of Mental Health, Developmental Disabilities and Substance Abuse Services want to encourage a spirit of collaboration among providers regarding the portability of the training. Qualified trainings provide certificates to the recipients that they can keep in their records and provide for their personnel records.
- When provider agencies merge or acquire other agencies, the newly acquired staff may be considered as remaining with the same agency for purposes of meeting the training requirements.
- Please note, that in all cases, the portability of training is a business decision made by the provider agency who is acquiring new hires based on policies, procedures and consideration of liability.

Utilization Review for Community Alternatives Program/Mental Retardation-Developmental Disabilities Services

- The contract with the statewide utilization review vendor expires on January 19, 2011.
- Utilization review for Community Alternatives Program /Mental Retardation –Developmental Disabilities services will not be included in the new contract for whoever is chosen at the end of the bid process for a statewide vendor.
- These services will be returned to the local level.
- To this end, the Division of Medical Assistance in collaboration with the Division of Mental Health, Developmental Disabilities and Substance Abuse Services recently sent out a request for response from qualified Local Management Entities who are interested in providing utilization review functions for Community Alternatives Program /Mental Retardation –Developmental Disabilities services for recipients who reside in the Local Management Entity’s catchment area.
- Several Local Management Entities expressed an interest in providing these services as evidenced by submission of proposal packets by the October 18, 2010 deadline.
- The proposal review was completed on Monday, October 25, 2010.
- Pathways and Crossroads have been selected to perform the Community Alternatives Program Mental Retardation –Developmental Disabilities function, along with Eastpointe and The Durham Center.
- Counties not covered by these Local Management Entities will be divided among them for performance of the Community Alternatives Program /Mental Retardation –Developmental Disabilities Utilization Review function.

Residential Supports and Home Support Services for Individuals on the Community Alternatives Program /Mental Retardation –Developmental Disabilities Waiver

- Due to the number of individuals who will be affected by the implementation of the utilization review guidelines posted in Implementation Update #76 on July 7, 2010, a decision has been made to extend the transition period **specific to Residential Supports and Home Support services (direct contact hour requirements) to October 31, 2011.**
- **This extension serves to ensure there is no interruption in services.**
- Therefore, for issues **specific to Residential Supports and Home Support services (direct contact hour requirements)** there is no need to complete the extension/exception process at this time.

The REVISED *Community Alternatives Program /Mental Retardation –Developmental Disabilities Policy Requirements: Extension/Exception Request Form* and instructions are located at:

<http://www.ncdhhs.gov/mhddsas/cap-mrdd/index.htm>

Rules for Critical Access Behavioral Health Agencies Posted

- The Critical Access Behavioral Health Agency rules are now posted on Office of Administrative Hearings website (<http://www.ncoah.com/rules/>).



Performance Bonds for Critical Access Behavioral Health Agencies

- The [North Carolina Department of Health and Human Services Policies and Procedures for Critical Access Behavioral Health Agencies](http://www.ncdhhs.gov/mhddsas/cabha/) (<http://www.ncdhhs.gov/mhddsas/cabha/>) requires Critical Access Behavioral Health Agencies to obtain a performance bond within 30 days of certification or, for those Critical Access Behavioral Health Agencies that were certified prior to the policy, within 30 days of the adoption of the policy.
- Implementation of this requirement has been delayed until further notice.
- Providers will be notified of the implementation of the requirement through the Medicaid Bulletin and the Department of Health and Human Services Implementation Updates.

Peer Support Services Status

- Peer Support Services have been approved by the Center for Medicare and Medicaid Services (CMS).
- An implementation date has not been determined.
- Further information will be available in future correspondence.

Unless noted otherwise, please email any questions related to this Implementation Update Summary to ContactDMH@dhhs.nc.gov.

